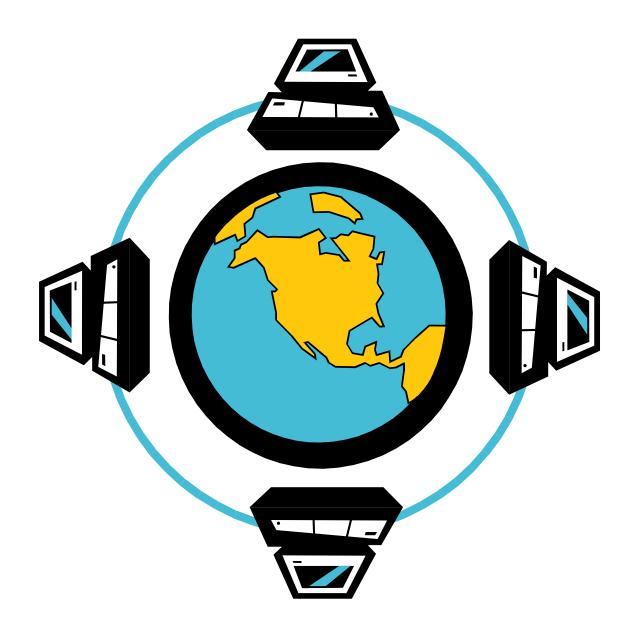
MANAGEMENT



STATUSING THE HOTEL

The Management menu is used to maintain the statusing (availability of rooms) of the house, rates, or accommodations types. In addition there are communication features and reports regarding the status of each. Other Miscellaneous management functions include batch changes to rooms, estimated room pickup, before room posting rate adjustments and the Fax Confirmation Journal. It has three options of status control:

- House
- Rate Category or Rate Schedule
- Accommodations

Sell Messages

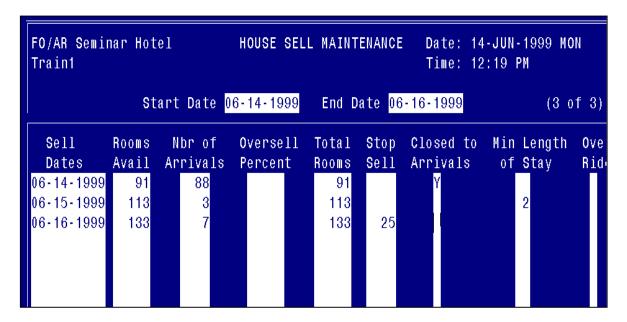
This option can be used to enter specific messages or to describe status changes to the local reservations agents. These messages can be entered for specific dates and message types: Messages are free form and unlimited, therefore more than one message can be entered for any given day. The messages display in the reservations screen whenever the status (such as **Stopsell** or **Close to arrival**) is encountered.

- 1. From the Main Menu, select Management Menu
- 2. Select Sell Messages
- 3. Type date the message should display in the date field.
- **4.** Select the sell message type to be used. Use [List Values] to look up the options.
- 5. In the free form field type the message the agents should see.
- **6.** Press [Save]



House Sell Maintenance

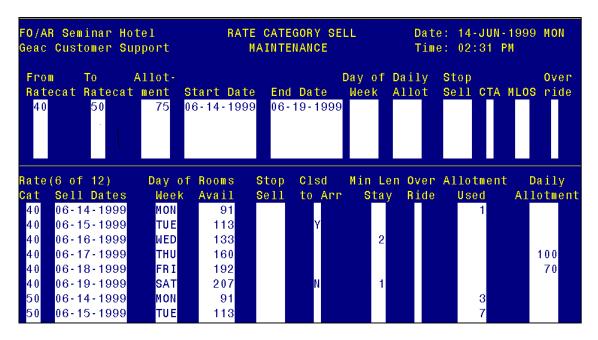
This screen controls the status changes for the entire hotel for a specific date or a range of dates.



- 1. From the Main Menu, select Management Menu
- 2. Select House Sell Maintenance
- **Start Date:** The beginning date the stop sell takes place. Today's date is automatically mapped in, however by typing a new date it can be overridden.
- End Date: The last date the stop sell takes place.
- Oversell Percent: Percentage of rooms that can be oversold based on the number of arrivals at the time the House Sell Maintenance is updated.
- Stopsell: By entering a Stopsell the hotel is closed to new reservations over the dates indicated. The number entered here represents the number of rooms AVAILABLE when management wishes to close the hotel. For example: When entering 25, the hotel is closed when the availability reaches 25 rooms left to sell. Entering a negative number allows agents to overbook, i.e. -25 allows agents to overbook by 25 rooms. This affects Central Reservations systems.
- Closed to Arrival: This status does not allow an agent to take reservations for arrival on this
 date. This does not affect stayovers on this date. This affect Central Reservations systems.
- Minimum Length of Stay: Reservations covering this date, must be for at least the number of nights indicated. For example: when entering a minimum length of stay of 2 on Saturday night, the guest must either arrive on Friday and stay Saturday or arrive Saturday and stay Sunday. (To have more control over which nights the guest books this status can be used in conjunction with Closed to arrival.)
- Override: This flag controls the ability to override the sell status that has been setup. Typing
 "N" indicates that overrides are not accepted by the system, including manager's override.
 Setting the flag to "N" in this screen shuts off any override ability regardless of security
 settings.
- 3. Press [Save]

Rate Category Sell Maintenance

Rate Categories are rates grouped together by a common bond. Usually this is the dollar amount of the rate. This enables the site to open and close a category containing multiple rate schedules instead of having to close many rate schedules individually. This screen controls the status changes for specific rate categories/schedule, or a range of Rate Categories/schedules. The hotel is setup to use either Rate Category Sell Maintenance or Rate Schedule Maintenance (not both) depending on the individual hotel setup (See Hotel Options (Res/Reg) in Database Maintenance



- 1. From the Main Menu, select Management Menu
- 2. Select Rate Category Sell Maintenance
- 3. This screen is divided in two. The top half is designed for the agent to ask the system to display the dates and information to change. Type the date range to make these changes to. All other information on the top portion of this screen is optional.
 - From Ratecat: The beginning Rate Category to be affected by the stopsell. [List Values] may be used to view the options
 - **To Ratecat:** The ending Rate Category to be affected by the stopsell. [List Values] may be used to view the options
 - Allotment: The number of rooms, which are available for booking on the specified date.
 This field is automatically filled in by the system.
 - **Start Date:** The beginning date the stop sell takes place. Today's date is automatically mapped in, however by typing a new date it can be overridden.
 - End Date: The last date the stop sell takes place.
 - Day of Week: This is the day of the week to which the stop sell applies. If all days of the
 week apply then leave the field blank. Use [List Values] to view the options. This is not a
 required field.
 - Daily Allot: Daily Allotment. The number of rooms in a rate category that are available for booking on the date specified only. This field overrides the allotments entered in the Rate Category Screen in the Database. For example: when entering 10, only ten reservations can be taken for this particular rate category. The number set counts for the entire category regardless of the individual rate schedules booked. When a rate category reaches its daily allotment it closes automatically

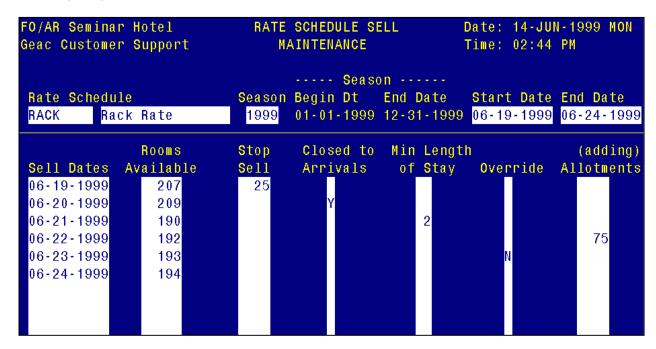
- Stopsell: By entering a Stopsell the hotel is closed to new reservations over the dates indicated. The number entered here represents the number of rooms AVAILABLE when management wishes to close the hotel. For example: When entering 25, the hotel is closed when the availability reaches 25 rooms left to sell. Entering a negative number allows agents to overbook, i.e. -25 allows agents to overbook by 25 rooms. This affects Central Reservations systems.
- CTA: Closed to Arrival. Does not allow Agents to take reservations for this arrival date for rates in this category.
- MLOS: Minimum Length of Stay. This status indicates that the reservation with this rate schedule and this date MUST be booked for a length of stay equal or greater than the number of nights in this field. This field affects Central Reservations.
- Override: This flag controls the ability to override the sell status that has been setup.
 Typing "N" indicates that overrides are not accepted by the system, including manager's override. Setting the flag to "N" in this screen shuts off any override ability regardless of security settings.
- **4.** When the top of the screen has the dates and rate categories to status, press [Next Block] to get to the bottom of the screen.
- **5.** Use the columns to status the rate categories.
 - Stop Sell: Number of rooms available when management wishes to close the hotel
 - Clsd to Arr: Closed to arrival
 - Min Len Stay: Minimum length of stay
 - Override: Whether the agents are able to override
 - Allotment Used: The number of rooms, which have been taken from the available rooms for booking on the specified date. This field is automatically filled in by the system.
 - Daily Allotment: The number of rooms in a rate category that are available for booking on the date specified only. This field overrides the allotments entered in the Rate Category Screen in the Database. For example: when entering 10, only ten reservations can be taken for this particular rate category. The number set counts for the entire category regardless of the individual rate schedules booked. When a rate category reaches its daily allotment it closes automatically
- 6. Press [Save] when done

Rate Schedule Sell Maintenance

Rate schedules are individual rate plans. A hotel may select to status by individual rate plans. (Management property standards may dictate that a site must use rate categories.) This screen controls the status changes for specific rate schedule. The hotel is setup to use either Rate Category Sell Maintenance or Rate Schedule Maintenance (not both) depending on the individual hotel setup (See Hotel Options (Res/Reg) in Database Maintenance).

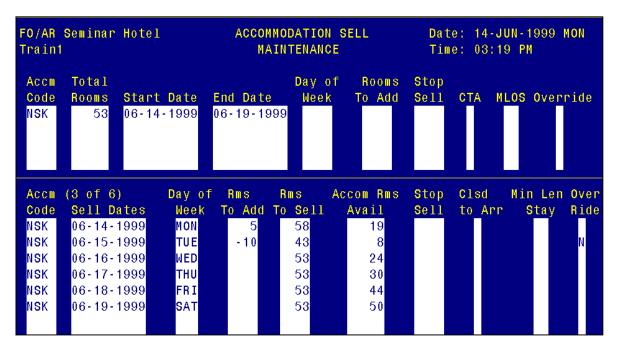
- 1. From the Main Menu, select Management Menu
- 2. Select Rate Schedule Sell Maintenance
- **3.** This screen is divided in two. The top half is designed to ask the system to display the dates and information to change.
 - Rate Schedule: The rate schedule to status. Use [List Values] to view the options.
 - Season: The season under the rate schedule to be affected. Use [List Values] to view the options.
 - Start Date: The beginning date the stop sell takes place.
 - End Date: The last date the stop sell takes place.
- **4.** The system displays the dates requested. Use the different Columns to set status' on the rate listed
 - Stopsell: By entering a Stopsell the hotel is closed to new reservations over the dates indicated. The number entered here represents the number of rooms AVAILABLE when management wishes to close the hotel. For example: When entering 25, the hotel is closed when the availability reaches 25 rooms left to sell. Entering a negative number

- allows agents to overbook, i.e. -25 allows agents to overbook by 25 rooms. This affects Central Reservations systems.
- Closed to Arrival: Does not allow agents to take reservations for this arrival date for that particular rate.
- Min Length of Stay: This status indicates that the reservation with this rate schedule and this date MUST be booked for a length of stay equal or greater than the number of nights in this field. This field affects the Central Reservations system.
- Override: This flag controls the ability to override the sell status that has been setup. N indicates that overrides are not accepted by the system, including manager's override. Setting the flag to "N" in this screen shuts off any override ability regardless of security settings.
- Allotments: The number of rooms in a rate schedule that are available for booking on the
 date specified only. For example: when entering 10, only ten reservations can be taken
 for this particular rate schedule. When a rate schedule reaches its daily allotment it
 closes automatically.
- 5. Press [Save] when done



Accommodation Sell Maintenance

This screen controls the status for a specific accommodation type on a particular date. A status can be set for one particular date or a range of dates, for a particular accommodation type or several accommodation types. Information entered in this screen is used when determining the room type to sell.



- 1. From the Main Menu, select Management Menu
- 2. Select Accommodation Sell Maintenance
- **3.** This screen is divided in two. The top half is designed for to ask the system to display the dates and information to change.
 - Accm Code: The accommodation code to be statused. Use [List Values] to view the options
 - Total Rooms: The number of rooms in the system of the accommodation type displayed.
 This field is automatically populated by the system.
 - Start Date: The beginning date the stop sell takes place. Today's date is automatically
 mapped in, however by typing a new date it can be overriden.
 - End Date: The last date the stop sell takes place.
 - Day of Week: This is the day of the week to which the stop sell applies. If all days of the
 week apply then leave the field blank. Use [List Values] to view the options. This is not a
 required field.
 - Rooms to Add: Entering a number here allows agents to overbook accommodation types. For example, when entering 10, agents are able to oversell the specified accommodation type by 10 rooms. A negative number may also be used to indicate that fewer rooms in that room type are available for sale. Entering a number affects the 'Rooms to Sell' column.
 - Stop Sell: By entering a Stopsell the hotel is closed to new reservations over the dates indicated. The number entered here represents the number of rooms AVAILABLE when management wishes to close the hotel. For example: When entering 25, the hotel is closed when the availability reaches 25 rooms left to sell. Entering a negative number allows agents to overbook, i.e. -25 allows agents to overbook by 25 rooms. This affects Central Reservations systems.

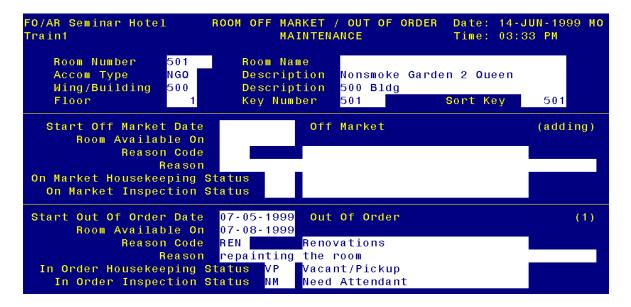
- CTA: This status does not allow an agent to take reservations for arrival on this date.
 This does not affect stayovers on this date. This affect Central Reservations systems.
- MLOS: Reservations covering this date, must be for at least the number of nights indicated. For example: when entering a minimum length of stay of 2 on Saturday night, the guest must either arrive on Friday and stay Saturday or arrive Saturday and stay Sunday. (To have more control over which nights the guest books this status can be used in conjunction with Closed to arrival.)
- Override: This flag controls the ability to override the sell status that has been setup. N
 indicates that overrides are not accepted by the system, including manager's override.
 Setting the flag to "N" in this screen shuts off any override ability regardless of security settings.
- **4.** Use [Next Block] to get to the bottom portion of the screen. The system displays the information requested.
- 5. Use the different Columns to set status on the accommodations listed.
 - Rms to Add: Entering a number here allows agents to overbook accommodation types. For example, when entering 10, agents are able to oversell the specified accommodation type by 10 rooms. A negative number may also be used to indicate that fewer rooms in that room type are available for sale. Entering a number affects the 'Rooms to Sell' column.
 - Stop Sell: Number of rooms available when management wishes to close the hotel
 - Clsd to Arr: Closed to arrival
 - Min Len Stay: Minimum length of stay
 - Override: Whether the agents are able to override.
- **6.** Press [Save]

Rooms Off Market/ Out of Order

This is one area in which a room may be taken out of order or off market.

- Out Of Order- A room not able to be sold due to a physical problem. (I.e.: bad outlet, broken window, etc).
- Off Market A room that the site would like not to use. (I.e.: saving for VIP, condensing house during low occupancy, etc).

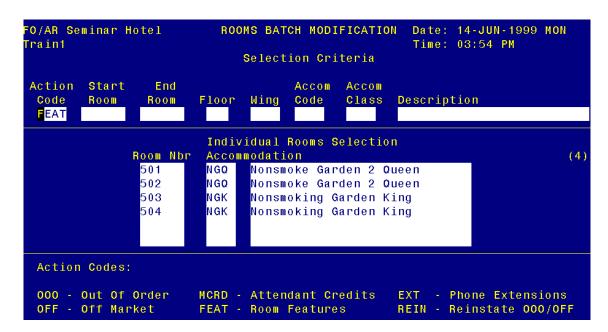
Note: Both settings take the room out of availability. A room can be put back on market if needed.



- 1. From the Main Menu, select Management Menu
- 2. Select Room Off Market/Out Of Order
- 3. Type the room number to take out of order or off market. The room information is displayed Note: To take multiple rooms out of order or off market at one time use Rooms Batch Modification.
- **4.** To take the room off market, use the center section of the screen. To take it out of order use [Next Block] to get down to the bottom section of the screen.
 - Start Off Market Date/Start Out of Order Date: Type the date the status should take
 effect
 - Room Available On: Type the date the room should be put back into the system as available
 - Reason Code: Select the reason code for the room to be taken out. Use [List Values] to view the options. The reason codes are set up in the Code Files in the Database Maintenance Menu.
 - Reason: Type a longer description on the description line if needed.
 - On Market/In Order Housekeeping Status: Type the Housekeeping status that the room should be when it re-enters the system. This is usually set to VP, so that the room gets checked before selling.
 - On Market/In Order Inspection Status: Type the Inspection status the room should be when it re-enters the system. This field can only be typed on when using inspectresses. Otherwise, the system populates the field based on the housekeeping status.
- 5. Press [Save]

Rooms Batch Modification

This screen is used change information on several rooms at the same time. Items that can be changed for a batch of rooms at the same time are out of order, off market, attendant credits assigned, room features, phone extensions, or to reinstate out or order or off market rooms.

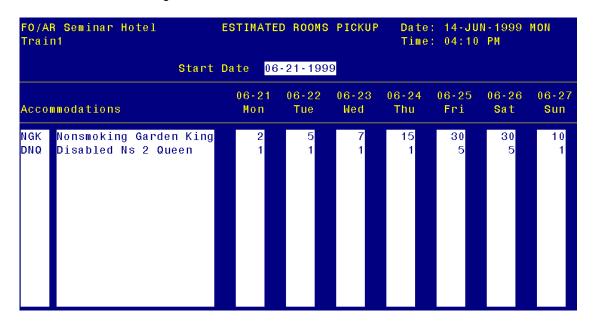


- 1. From the Main Menu, select Management Menu
- 2. Select Rooms Batch Modification
- **3.** Type the action code of the item to change. Codes are listed at the bottom of the screen.
- **4.** Select the way in which to indicate the room numbers to change. Options are:
 - Start room: When updating a range of rooms, this is the beginning room number

- End room: Then ending room number
- **Floor:** When updating an entire floor at once. Type the floor number of the rooms to update
- Wing: When updating an entire wing/building at once. Type the wing number of the rooms to update. Use [List Values] to view the options.
- Accom Code: When updating an entire room type at once. Type the accommodation code of the rooms to update. Use [List Values] to view the options.
- Accom Class: When updating an entire accommodation class at once. Type the accommodation class code of the rooms to update. Use [List Values] to view the options.
- **5.** Or individual random numbers may be added in the middle section of the screen. [Next Block] moves the cursor to the middle portion of the screen.
- **6.** After the options are filled out, use [Execute Query] to get to the hidden window needed for the action code entered.
- **7.** Fill in the information to update.
- 8. Press [Save]

Estimate Room Pickup

This screen is used to enter forecasted walk-ins or reservations management anticipates selling for a future date or date range. This information is used on the forecast report to add the total number of rooms sold to get an accurate forecasted amount.



- 1. From the Main Menu, select Management Menu
- 2. Select Estimate Room Pickup
- 3. Press [Enter]
- 4. Press [Next Block] to display the next seven days of information.
- **5.** For each accommodation code, type the amount of rooms expected to increase for that day's occupancy.
- **6.** Press [Save]

Before Room Rate Adjustment Report

The recalculation report makes any necessary changes to rates for in-house guests. The report lists the guest information and rate changes the system performs automatically during the next Night Audit process. Those changes consist of changing a rate of a guest who's sharewith did not check-in, a rate schedule that had a season change, or a guest with a Multiple Rate Plan.

- 1. From the Main Menu, select Management Menu
- 2. Select Before Room Posting Rate Adjustment Report
- 3. Press [Enter] to print the report now.
- **4.** Press [Enter] to print the report or type "T" to show it on the terminal screen.
- 5. Press [Enter] to select the default printer, or type the printer to send it to.
- 6. Press [Enter] to print one copy.
- 7. Press [Enter] for foreground to process the report.
- 8. Press [Save]

O/AR rain1 (na.re		Before F	Room P Or For H	Page Number: 1 14-JUN-1999 04:20 PM					
roup		Arrive		Room	Room	Old	Neu	Old	Nен
ode	Guest Name	Date # Ni	ights	Type	Number	Schedule	Schedule	Rate	Rate
	Smith, J Warning - Day use guest is	14-JUN-99 s still on system.	0	NSK	154	DAY1	DAY1	199.00	199.00
	Marites Warning - Day use guest is	14-JUN-99	O - with	NSK Pendi	na statu	DAY1	DAY1	199.00	199.00
	Tran, Nadine Warning - Day use guest is	14-JUN-99	0	NSK	218	DAY1	DAY1	199.00	199.00
	Jones, Sam Room status of PEND - Rate	14-JUN-99	1 not p	NGK osted		RACK	RACK	199.00	199.00
	Marites Room status of PEND - Rate	14-JUN-99	0	NSK		DAY1	DAY1	199.00	199.00
	Zapeda, Frank Room status of PEND - Rate	14-JUN-99	1	NSK		RACK	RACK	199.00	199.00
	Dalton, Allison Room status of PEND - Rate	14-JUN-99	3	NSK		RACK	RACK	199.00	199.00

Fax Confirmation Journal

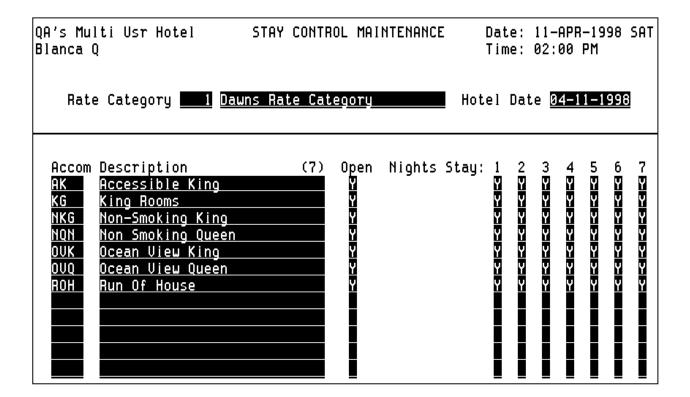
The fax confirmation journal confirms all guests who have had the confirmation faxed to them through the Visifax interface. The hotel may not have purchased this interface. The report includes guest number, fax number, time and date, start time and date, number of pages and result. This report also prints in the night audit.

- 1. From the Main Menu, select Management Menu
- 2. Select Fax Confirmation Journal
- **3.** Press [Enter] to print the report now.
- **4.** Press [Enter] to print the report or type "T" to show it on the terminal screen.
- 5. Press [Enter] to select the default printer, or type the printer to send it to.
- 6. Press [Enter] to print one copy.
- 7. Press [Enter] for foreground to process the report.
- 8. Populate the report options.
- 9. Press [Save]

Stay Control Maintenance

This area is for Sheraton IPS Properties Only.

This area is used to restrict the number of nights that guests can stay in a particular accommodation type based on a specified rate category and date, or to set a particular accommodation type as 'Closed to Arrivals' or 'Open to Arrival' based on a specified rate category and date. The use of this screen is determined by the flags set up in the IPS Control Parameters. (Revenue Management Live field: Y indicates restricting number of nights, N indicates Close/Open to Arrival.) See a Starwood or Geac Representative before using this screen.



Management Reports

House Sell Maintenance Report

This report provides house stop sell information for a specific date range

Process Code: hsselrpt

Flagship Blanca Q (mgt.hss	uintanilla				Fro	House Sel om 29-FEB-	Page Number: 1 29-FEB-2000 02:27 PM					
Hotel	Date	Total Rooms				Oversell Percent		CTA	MLOS	Over ride	Sell Message	
1846 1846 1846 1846	29-02-2000 TUE 01-03-2000 UEC 02-03-2000 THI 03-03-2000 FRI	397 397	0 0	0 0 0 0		0.00 0.00 0.00 0.00	0 0 0 0	N N N	0 0 0 0	Y Y Y N	STS Do no	ot sell any rooms, per management.
1846 1846	04-03-2000 SA1 05-03-2000 SUI		0	0 0	397 397	0.00 0.00 E	0 0 nd of F	N N Report	0 0	Y Y		

- ⇒ Start Date
- ⇒ End Date
- ⇒ Include Sell Messages

Rate Category Sell Maintenance Report

This report provides stop sell information for a specific rate category and date range.

Process Code: rcselrpt

Year 2000 Blanca Qu (mgt.rcse	uintani					Rat Fi	Page Number: 1 04-MAR-2000 05:04 AM							
Hotel	Rate Cat.	Date		Total Rooms			Rooms Avail	Stop Sell	CTA	MLOS		Allot Used	Daily Sell Allot Message	
474 474		03-04-2000 03-04-2000		108 108	9		82 82	0 0	 N N	0 0	 ү ү	1 22	100 100	
474		03-04-2000		108	9		82 22	0	N	0	Y	0	0	
474 474 474	2	03-05-2000 03-05-2000 03-05-2000	SUN	108 108 108	5 5 5	31	77 77 77	0 0 0	M M M	0 0 0	Υ Υ Υ	0 27 0	0 100 0	
474		03-06-2000		108	5		73	0	 N	0	Ϋ́	0	0	
474 474		03-06-2000 03-06-2000		108 108	5 5		73 73	0 0	N N	0 0	Y Y	32 0	100 0	
474 474		03-07-2000 03-07-2000		108 108	5		68 68	0	N N	0	Y Y	0 37	0 100	
474		03-07-2000		108	5		68	0	'n	0	Ÿ	0	0	

- ⇒ Hotel
- ⇒ Start Rate Category
- ⇒ End Rate Category
- ⇒ Start Date
- \Rightarrow End Date
- ⇒ Include Sell Messages (Y/N)

Rate Schedule Sell Maintenance Report

This report provides stop sell information for a specific rate schedule and date range.

Process Code: rsselrpt

Flagship Geac Cus (mgt.rss	stomer Suppor	rt				03-MAY-:	2000 t		ce Report -MAY-2000	Page Number: 1 29-FEB-2000 03:05 PM
Hotel	Rate Schedule	Sell Date	Day	Stop Sells	CTA	MLOS	Mgr Ovr	Allot	Sell Message	
1846	GRPSTD	 03-MAY-00	WED	300	 Ү	2	 N			
1846	GRPSTD	04-MAY-00	THU	390	Y	2	N			
1846	GRPSTD	05-MAY-00	FRI	390	Y	2	N			
1846	GRPSTD	06-MAY-00	SAT	390	Y	2	N			
1846	GRPSTD	07-MAY-00	SUN	390	Y	2	N			
1846	GRPSTD	08-MAY-00	MON	390	Y	2	N			
1846	GRPSTD	09-MAY-00	TUE	390	Y	2	N			
1846	GRPSTD	10-MAY-00	WED	390	Y	2	N			
1846	GRPSTD	11-MAY-00	THU	390	Y	2	N			
1846	GRPSTD	12-MAY-00	FRI	390	Y	2	N			
1846	GRPSTD	13-MAY-00	SAT	390	Y	2	N			
						E	nd of	Report		

- \Rightarrow Hotel
- ⇒ Rate Schedule
- ⇒ Start Date
- \Rightarrow End Date
- \Rightarrow Sort Option
- ⇒ Include Sell Messages (Y/N)

Accommodation Code Sell Maintenance Report

This report provides stop sell information for a specific accommodation type and date range.

Process Code: acselrpt

Flagship Geac Cust (mgt.acse	omer Sup	port			ſ	Accommo Fro		Page Number: 1 29-FEB-2000 03:13 PM						
Hotel	Accom Code	Date		Total Rooms				Rooms To Add			MLOS	Over ride	Sell Message	
1846	DN	29-02-2000	TUE	1	0	0	1	1	0	 N	0	γ		
1846	DN	01-03-2000	WED	1	0	0	1	0	0	N	0	Y		
1846	DN	02-03-2000	THU	1	0	0	1	0	0	N	0	Y		
1846	DN	03-03-2000	FRI	1	0	0	1	0	0	N	0	Y		
1846	DN	04-03-2000	SAT	1	0	0	1	0	0	N	0	Y		
1846	DN	05-03-2000	SUN	1	0	0	1	0	0	N	0	Y		

- ⇒ Hotel
- ⇒ Accom Code
- ⇒ Accom Class
- ⇒ Start Date
- ⇒ End Date
- ⇒ Include Sell Messages (Y/N)